

## **ALL CARE IN A MEDICAL HOME IS FAMILY-CENTERED!**

A medical home is not a building, house, or hospital, but rather an approach to providing health care services in a high-quality and cost-effective manner. Children and their families who have a medical home receive the care that they need from a pediatrician or physician whom they know and trust.



### **What is Family- Centered Care?**

#### **FIRST you must define Family**

Families are big, small, extended, nuclear, multigenerational, with one parent, two parents, and grandparents. We live under one roof or many. A family can be as temporary as a few weeks, as permanent as forever. We become part of a family by birth, adoption, marriage, or from a desire for mutual support... A family is culture unto itself, with different values and unique ways of realizing its dreams; together, our families become the source of our rich cultural heritage and spiritual diversity... Our families create neighborhoods, communities, states and nations.

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#### **Family Centered Care:**

**Recognizes that the family is essential to the child's care and is constant in the child's life.**

- The medical provider acknowledges who the key family members are
- The medical provider asks families what they value
- Decision-making is shared

**Unites families and professionals to become partners in care.**

#### **How to Make it Work:**

**Examples** of how to develop and maintain this partnership:

- Patient and family satisfaction surveys to complete while in office waiting room
- Clearly post office procedure for handling patients' and families' complaints/questions
- Suggestion box in office waiting room
- Informal/formal discussions, interviews, or focus groups
- Family participation on practice advisory board

**Examples** of Practice Procedures: Scheduling

- Flagging chart of CSHCN
- Longer appointment time
- Coordination of appointments and tests
- Review appropriate charts prior to the appointment.

**Examples** of Practice Procedures: Telephone Access or Availability

- After-hours access
- Telephone consultations or face-to-face meetings
- Coordination of services via office personnel
- Language barriers addressed